

Council Committee Agenda Item Referral

Council Member or Executive Sponsor: **Mayor and Council**

Description of Item: Briefing on the performance of Austin Energy's new Deferred Payment Agreement program.

Actions taken to date:

At the June 23, 2015 Special Called Meeting, Council approved item #2, "Approve an ordinance amending City Code Chapter 15-9 regarding utility deferred payment agreements." Amendments included changing the requirement to set an appointment to "offer an appointment" for customers in need of payment plans. Staff expressed concern regarding the resources required to schedule and fulfill appointments. Mayor Pro Tem Tovo suggested an update on the number of customers that take advantage of the appointment option at a future Austin Energy Oversight Committee meeting.

NOTES:

Request a staff briefing by the October 2015 Austin Energy Utility Oversight Committee meeting regarding the results of the new Deferred Payment Arrangement program for the months of July, August, and September 2015. In addition to the number of customers that take advantage of the appointment option, the briefing should include data indicating whether customers who attend appointments are more (or less) successful in fulfilling payment plans, and the amount of staff time devoted to scheduling and attending appointments.

Council Committee Assigned:

- ☐ Audit and Finance
- ☒ Austin Energy Oversight Committee
- ☐ Economic Opportunity Committee
- ☐ Health and Human Services Committee
- ☐ Housing and Community Development Committee

- ☐ Mobility Committee
- ☐ Open Space, Environment and Sustainability Committee
- ☐ Planning and Neighborhoods Committee
- ☐ Public Safety Committee
- ☐ Public Utilities Committee

Mayor Signature & Date:



6/29/15